

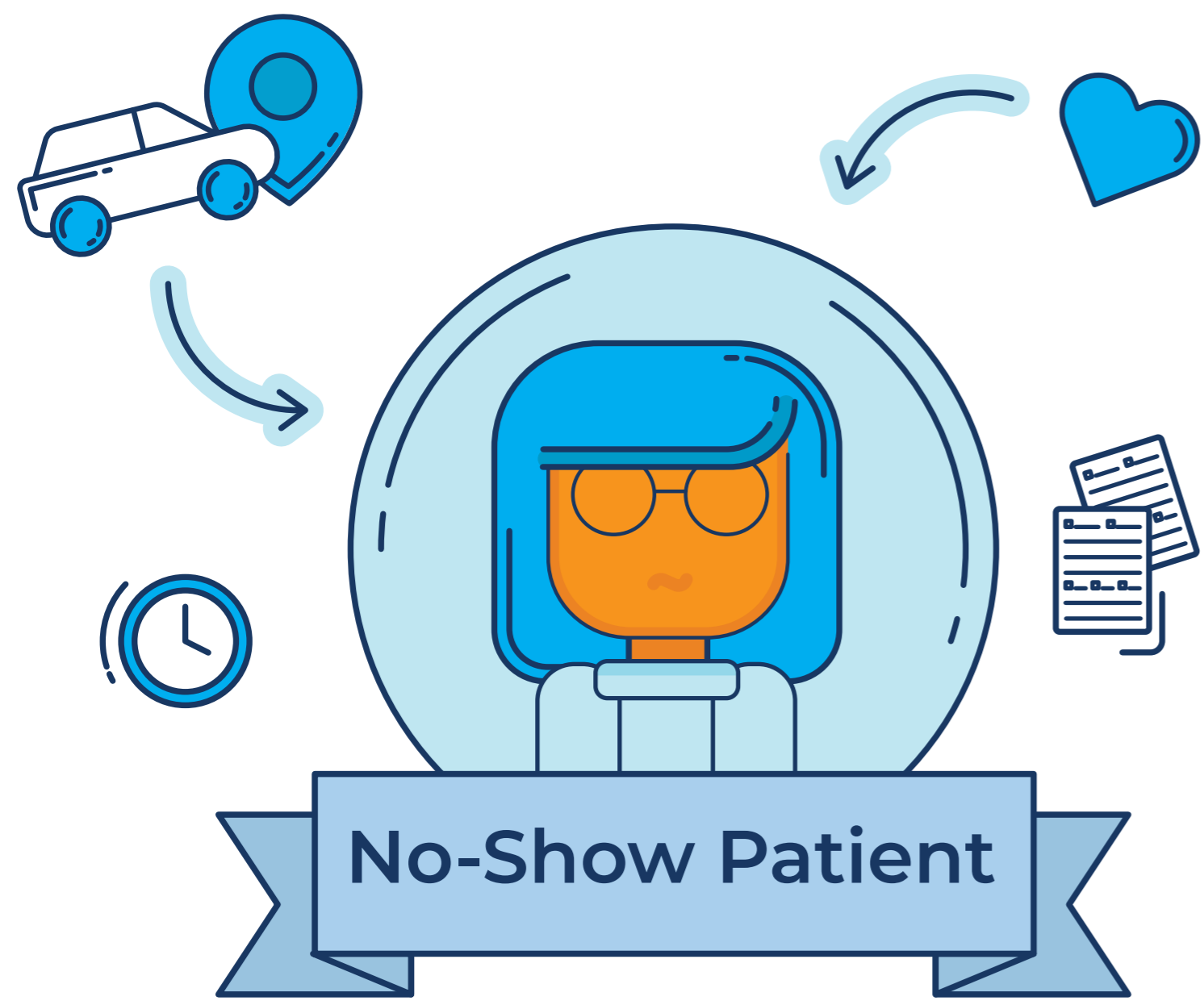
How to keep your schedules full

No-shows and avoidance in care have significant impacts to patient outcomes and practice operations. Keep your schedules full with new workflows to manage no-shows, proactively engage patients due for a visit, and optimize telehealth offerings.

KNOW THE FACTS

No-shows can lead to disruptions in patient-clinician relationships, interruptions in pharmacotherapy, lack of testing follow-up, greater utilization of higher levels of care, psychological stress, and other adverse outcomes for patients.

(Journal of General Internal Medicine)



- 1 Forgot
- 2 Personal or work issue
- 3 Problem with transportation
- 4 Too sick to come
- 5 Problem with insurance

OPPORTUNITIES TO KEEP SCHEDULES FULL

Keep schedules full with three primary strategies



SET APPOINTMENT REMINDERS FOR SCHEDULED PATIENTS

Automated reminders should be customized by practice and patient communication preferences



IDENTIFY AND ENGAGE WITH PATIENTS WHO ARE OVERDUE FOR CARE

Data from your EHR and health plan data help identify patients with gaps in care

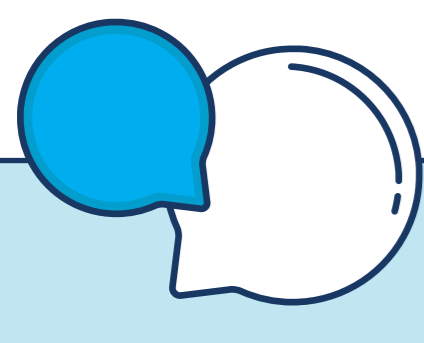


OFFER TELEHEALTH VISITS TO IMPROVE ACCESS TO CARE

Sick visits and medication management visits are the most common telehealth visit type

HOW UPDOX HELPS

Combine the power of Updox Broadcast, Reminders, Text, Electronic Forms and Telehealth to keep schedules full



PROACTIVE COMMUNICATION

Broadcast message priority groups via text, email, or phone to communicate visit eligibility, education and scheduling information.



PATIENT ENGAGEMENT

Patients open a link and complete an **Electronic Form** to confirm appointment interest and provide contact information and availability.



APPOINTMENT

Provider cares for the patient via in-person visit or telehealth visit with **Video Chat**.



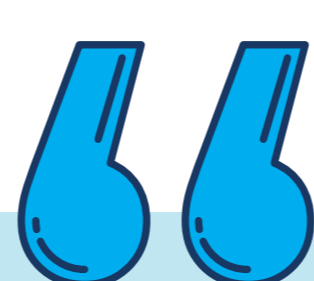
PRE-APPOINTMENT

The practice reviews and reaches out via **Text** or phone call with appointment details. An appointment **Reminder** is sent before the visit.



DID YOU KNOW?

Access the Updox Forms Library and create message templates ahead of time to boost office productivity.



WORDS FROM CUSTOMERS

“The Updox system is flawless. We’re so much more efficient. Our workflows are improved and providers and staff can communicate better. We’ve significantly reduced our no-shows and that puts money back into our business.”

– Erica Merlos, Director of Administrative Services, *Achieve Medical*